**1. Reflect on a situation when you felt a manager demonstrated a high level of Emotional Intelligence (i.e. empathetic, good listener, open to change, self-aware, patient). What competencies did he/she/they demonstrate? How?**

When I was in Canada and searching for jobs. I tried in many areas, distributed 100 copies of resume and still no one hired me. I needed to pay for the rent, food and transportation. One day I went to Mc Donald’s restaurant and asked if there is any hiring. Even though, I was in so much stress, I was self-aware of the situation in a way that my emotions should not create a bad impression. I was also aware that the manager will hire me if do conversation in a professional way by supressing my emotions. I requested to meet with the hiring manager, I spoke with her in happy and energetic way. I feel like the manager demonstrated a high level of emotional intelligence as, she empathised me by flipping our position. Even though, I had problems, I can still do the jobs by suppressing my thoughts and emotions. I feel like the manager self-regulated herself. Furthermore. She was patient and listening well to my words, which gave me a real motivation for explain my situations. She evaluated the feelings and situation logically and called me for an interview for the next day. There were many competencies which the manager showed. She was persuasive and sociable because she hoped into my situation and understood how I feel. Furthermore, she was a good listener too, she listened to me, decided quickly how to approach and responded to me. As she was a good listener, she was patient too, I described every details of information about hiring in the company and she was so patient and evaluated my every single details.